

Administrative Assistant

\$15,925 / yr or higher DOQ + [Partial County Benefits](#). (24 hours/week)

James City County Colonial Community Corrections is seeking individual to perform responsible administrative work including drafting and editing various reports and documents, providing customer service, and assisting with daily operations.

Responsibilities:

- Provides customer service to the public and staff in person and over the telephone; provides information on departmental policies, procedures, programs, and services; and directs callers to appropriate personnel.
- Prepares new client case files; and organizes legal and other documents.
- Maintains, organizes, and updates records in database; and ensures accuracy and consistency of data.
- Controls, stores and purges documents in accordance with applicable laws and regulations as established by Records Management and the Library of Virginia.
- Assist with outgoing mail as necessary; sort and distribute incoming mail and fax; and complete fax transmittals

Requirements:

- Any combination of education and experience equivalent to a high school diploma or equivalent; some experience in responsible general office or public service work including customer service.
- Must possess, or be able to obtain within 30 days, a valid Virginia driver's license and have an acceptable driving record based on James City County Criteria.
- Must possess, or be able to obtain within 6 months of employment, Virginia Criminal Information Network Certification (VCIN).
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction; data entry, computer operations and automated recordkeeping; standard office practices and procedures.
- Skill in operating general office equipment and use of computer software including Microsoft Office Suite.
- Ability to prioritize, organize and perform work independently and meet deadlines; establish and maintain effective working relationships with employees and the public; follow complex oral and written instructions; communicate effectively both orally and in writing; work accurately and rapidly; learn, interpret and communicate the policies, procedures and services of the Department; maintain complex records and ensure their confidentiality.

Accepting applications until 11:59pm EST on 07/12/2019 or when filled, whichever comes first. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>